State of Idaho

DEPARTMENT OF INSURANCE

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NEWS RELEASE

FOR IMMEDIATE RELEASE

February 17, 2009

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Insurance Department Recovers Over \$2 Million for Idaho Consumers in 2008

BOISE ID (February 17, 2009) – Department of Insurance Director Bill Deal announced today that over \$2 million dollars in insurance claims were recovered for Idaho consumers in 2008.

"Our Consumer Affairs Bureau has done an outstanding job of assisting Idahoans with problems on insurance-related issues," Deal said. "Insurance companies handle the majority of claims in a fair and timely manner. But when intervention is called for, our staff is well-qualified to step in and be an advocate for policyholders."

In the past year, 883 new written complaints were received and processed by the Department. "The number one complaint from policyholders in 2008 was denial of a claim," Consumer Affairs Supervisor Gina McBride said. "The greatest proportion of these complaints involved accident or health insurance policies."

Idahoans who experience problems with insurance matters are urged to contact the Consumer Affairs office of the Department online at www.doi.idaho.gov, or by calling 334-4250 in Boise, or 800-721-3272 toll-free statewide.

Staff members from the Department of Insurance are available to speak to community groups on a variety of insurance-related issues. Consumers are encouraged to contact the Department to request a speaker.

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